

Violence in the Workplace

Policy

It is the policy of the DGS to provide a safe and secure work environment that has zero tolerance for violence, threats, harassment, or intimidation in the workplace. Threats made against another person's life, health, well being, family or property, whether direct or indirect, constitute unacceptable conduct.

Topics

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Violence in the Work Place: What Is It?

Types of violent episodes

Types of violent episodes occurring in the workplace are:

- Threats of violence by an employee
 - Threats of violence directed against an employee by a non-employee
 - Threats or harassment arising out of domestic or personal disputes
 - Threats or threatening conduct by disgruntled ex-employees
 - Violent or aggressive altercations between co-employees
 - Violent or aggressive altercations between a supervisor and an employee
 - Armed robbery of tellers or other cash-handling employees
 - Assaults by an intruder
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Warning signs

The potential for violence may be indicated where an individual:

- Engages in physical acts, such as unwanted touching, sexual harassment, or assaultive behavior
 - Engages in intimidating, bizarre, or paranoid behavior toward others
 - Makes direct or veiled threats of harm
 - Has a prior history of violent behavior
 - Inappropriately discusses weapons
 - Exhibits emotional mood swings or other impulsive or unpredictable behavior
 - Has severe financial or personal problems
 - Is involved in highly stressful workplace events, such as job loss or demotion
 - Abuses alcohol or drugs
 - Holds a grudge
 - Does not take criticism well
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Process

Crisis team	<p>The DGS Director has established a Workplace Violence Crisis Team that will convene upon the request of the DGS Health and Safety Officer to:</p> <ul style="list-style-type: none">• address workplace violence issues,• assist in managing workplace violence prevention, and• provide direction to affected units of DGS that experience incidents of workplace violence.
Health and Safety Officer role	<p>The DGS Health and Safety Officer will:</p> <ul style="list-style-type: none">• coordinate the efforts of the Workplace Violence Crisis Team and will assure that the team is convened when necessary. The DGS Health and Safety Officer or a qualified representative will answer a telephone referral line for employees.• contact the affected Office/Branch Chief at first knowledge of an issue involving workplace violence in that office. Together the Health and Safety Officer and Chief of the affected office will determine the initial actions to take place.• promptly notify the Deputy Director for the office involved regarding the violent incident.
Convening the team	<p>The Workplace Violence Crisis Team may convene whenever there are:</p> <ul style="list-style-type: none">• workplace-related threats of violence or workplace-related violent behavior by any employee.• workplace-related threats of violence or workplace-related behavior by a non-employee or unknown person.• threats to employee safety resulting from acts of violence.

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Process, Continued

Crisis team members

WORKPLACE VIOLENCE CRISIS TEAM	
MEMBER	RESPONSIBILITIES
Deputy Director, Management Services Division	The Deputy Director will serve as the representative of the Executive Office.
Chief Legal Counsel	The Chief Counsel or his/her designee will provide legal advice regarding an incident of workplace violence or regarding this policy and related procedures.
Equal Employee Opportunity	The EEO Office will assist in identifying situations where equal employment opportunities issues may have occurred.
Employee Assistance Program	The EAP Coordinator will provide assistance in obtaining human behavioral science expertise and community resource input.
Risk Management	The Office of Risk and Insurance Management will lead the team's work and assist in determining the risk to employees and the department.
Public Relations	The Public Relations representative will provide any necessary interaction with the media.
Human Resources	The Office of Human Resources will provide assistance with personnel matters. Labor Relations input may also be sought.
Office Chief (of the affected office)	The Office Chief of the affected office will be invited to join the Workplace Violence Crisis Team meeting as an active member unless the incident presents a conflict for the Office Chief. If there is a conflict, the appropriate Deputy Director will be invited to participate on behalf of the affected office.
California Highway Patrol	The CHP or other law enforcement agencies may be involved as necessary for consultation in the incident requires it.

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Process, Continued

Crisis team responsibilities

The Team will:

- administer policies and procedures for the management of workplace violence prevention, promoting a safe working environment for DGS employees.
- assess risk, and determine the legal obligations of the department. The team will determine when outside resources will be required.
- serve as liaison to these specialized resources, such as: building/office security, workplace trauma counseling and debriefing, legal assistance, counseling groups and law enforcement.
- advise the Management Team on workplace violence issues.
- facilitate training for supervisors and managers on department policy and procedures concerning workplace violence which will be offered through the Training and Performance Enhancement Section.
- develop and maintain a written action plan to deal with workplace violence.
- provide referrals and assistance to the affected office, branch, or division.
- meet at least semi-annually to review policy, procedures and issues
- offer EAP referrals.

Other responsibilities

DGS employees and supervisors also have responsibilities that involve the Workplace Violence Policy:

Employees:

All employees who have knowledge of workplace violence incidents shall promptly report them to their supervisor, who will call the DGS Health and Safety Officer.

Supervisors:

- are required to inform their staff of department policy regarding workplace violence and ensure that the policy is understood and administered.
- enforce department policy on Workplace Violence Prevention
- provide information as requested by the DGS Health and Safety Officer.
- investigate and document all alleged acts of violence, threats, veiled threats, and intimidation.

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Process, Continued

Reporting workplace violence

IF THERE IS AN IMMEDIATE THREAT OF DANGER, LAW ENFORCEMENT IS TO BE NOTIFIED BY PLACING AN EMERGENCY (9-1-1) CALL [either victim or witness]

- all supervisors, Office Chiefs, and Deputy Directors shall report any violation of the policy on Workplace Violence Prevention to the Health and Safety Officer.
 - Retaliation against any employee who reports a threat or alleged act of violence, or who participates in an investigation of such an incident, is prohibited.
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Workplace violence telephone numbers

For your ready reference, the telephone numbers are:

Resource	Telephone Number
Workplace Violence Referral Line	(916) 376-5344
DGS Health and Safety Officer	(916) 376-5287
Employee Assistance Program (Merit Behavioral Care)	(800) 632-7422

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Resources

Resources The table below depicts the various resources available regarding violence in the work place.

Resource	Section
DGS Departmental Manual http://orpm.dgs.ca.gov/DGSManual/TOC/default.htm	1412-1420
Law and Regulation http://www.dpa.ca.gov/statesys/dpa/laws.htm http://www.dpa.ca.gov/statesys/dpa/oalrules.htm	Title 8, CCR, 3203; Penal Code 71, 171(b); Title 29, 654(a)(1); Labor Code 6300; California Code of Civil Procedure, 527.8
Memorandum of Understanding (MOU) http://www.dpa.ca.gov/collbarg/contract/bumenu.shtm	Refer to MOU
Responsible Control Agency and Program	DPA
SPB/DPA Policy Memos http://www.dpa.ca.gov/statesys/dpa/srchfpml.shtm	PML 2001-063
Other:	
DPA Personnel Policies California Labor Code California Code of Regulations Cal/OSHA Website SPB Precedential Decisions	www.dpa.ca.gov http://www.leginfo.ca.gov/calaw.html http://ccr.oal.ca.gov/ www.dir.ca.gov/oshab/oshab.html http://www.spb.ca.gov/chief/precedential_decisions.htm